

June 2004

Changing Healthy Connections Providers

Have you ever wondered why a patient's name doesn't show up on your roster after he or she has completed the paperwork to change to your practice? There are several reasons the change may have been delayed. They include the following:

1. The patient did not identify the reason for the change.

It is a program requirement that participants tell us the reason they are requesting a change in providers. We do attempt to make contact with the participant or their family but often are not successful.

A simple way to address this problem at your office is to ask the patient to write a brief reason for changing providers somewhere on the margins or open area of the enrollment form. This will allow us to process the change immediately upon receiving the request. Some common reasons for change are:

- *The new provider is closer to where they live.*
- *They do not have a good fit with their existing provider for real or perceived reasons.*
- *They are changing to or from a specialty provider (i.e. OB to Family Practice)*
- *They want one medical home for the entire family.*

2. The change was made (or submitted to us) after the 20th day of the month.

These changes are delayed for one month (changes made on 5/21 will happen on 7/1) to

allow for the system changes that generate the case management fee and roster.

You will need a "transfer/assume care referral" during the one month lag time to cover services until the effective date of the change.

3. The patient has lost Medicaid eligibility.

Remember to verify eligibility every month.

4. The patient changed his or her mind and notified us to maintain the original enrollment.

5. The patient requested and was granted an exemption from enrollment in Healthy Connections.

Look for an article on Healthy Connection Program exemptions in our next issue.

Submitted by:

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Always remember to call your Health Resources Coordinator if you have questions.

If you have any information on the Medicaid program that you would like to see us address in this newsletter, please let us know by contacting Mike Pardo at 364-1984 or email pardom@idhw.state.id.us